

## Age UK Lancashire

## Day Club Ormskirk

### Adult Day Services Enter and View Report

Thursday 28<sup>th</sup> July 2022

1:30–3:30



#### DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, people using the services and relatives who met members of the Enter and View team on that date.

#### Contact Details:

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#### Staff met during our visit:

Peter Holton: Service Manager

#### Date and time of our visit:

Date: Thursday 28<sup>th</sup> July, 2022

13:30-15:30

Healthwatch Lancashire Authorised

#### Representatives:

Sue Edwards: Senior Engagement Officer

Jodie Ellams: Engagement Team Leader



## Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire (HWL) who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of people using the services, relatives and staff, and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk) and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.

## Acknowledgements

Healthwatch Lancashire would like to thank management, staff, members using the services and relatives for making us feel welcome and taking part in the visit.

## General Information

There are fifty-four members using the services overall, eleven of these members were present on the day of our visit.

The service provider is Age UK Lancashire and they provide indoor activities such as bingo, armchair exercise, and arts and crafts for the elderly including those with dementia.

## Methodology

We have asked the service manager how they refer to people who use the service. For the purpose of this report, people who use the service will be referred to as members

The Enter and View representatives made an announced visit on Thursday 28<sup>th</sup> July 2022 and spoke to eleven members, one manager, five staff members, and one external community worker; six relatives responded to our questions in writing. Two further staff also responded to our questions in writing.

Healthwatch Lancashire obtain the views and experiences of members using the services, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Members using the services were asked about their general feelings about the day centre including what choices they have and what they think about the activities and environment. Conversations with staff included their thoughts about the day service, member choice, staffing levels and support. Relatives were asked to speak about their general experiences including how they feel about the service, if they feel informed and whether their relative has choice in what they do at the day service. Representatives also recorded their own observations on the environment and staff-member interactions.

To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes; 'they/their [member]' has been used throughout the report to refer to members.

## Summary:

Age UK Day Club Ormskirk are provided by Age UK Lancashire and are for older adults including those with dementia. Services are located in the West Lancashire Wellbeing Centre in Ormskirk.

The centre was secure and the front door was kept locked during our visit. The hall was spacious and free of clutter, with plenty of space for members to move around safely. Staff interactions with members were positive and friendly. There was a good, relaxed atmosphere with staff and members chatting and laughing together. During our visit members played bingo, followed by a game where they had to throw a small beanbag into a plant pot, and had a sing-along to end the session. Staff were respectful and demonstrated good knowledge of the members and their needs. Staff appeared to be enjoying their roles and were relaxed and friendly towards the members.

There were eleven members present at the time of our visit; as they were undertaking activities during the visit Healthwatch Lancashire representatives spoke to four members of the service at the end of the session, the other seven members left as soon as the session finished. Positive feedback was received from all four members who were spoken with *"I have come out of my shell; I feel more confident"* and *"they've got it right"*. Positive comments were made about the staff, as well as the company of other members and how they look forward to coming to the service. Members were happy with the range of activities on offer and did not suggest any further activities; although it must be noted that some members suffer from dementia so may not have been able to comprehend/talk about activities other than the ones they had just undertaken. Members also gave positive comments about the building and the food. Three of the members spoken to shared that they would speak to staff if they were not happy with a service, the fourth member stated that they would be 'careful' as they don't know the staff well enough yet.

Feedback provided by six relatives was positive *"I think the people of Ormskirk are very lucky to have a centre like this one with such caring, thoughtful staff"*, *"five star service"* and *"I cannot thank the staff and service enough"*. Two relatives shared that they felt that their loved ones would benefit from some more physical activities, and one relative felt there is a need for more younger members. Relatives highly praised the staff and felt confident that staff knew their relatives' needs and preferences. Three relatives felt that their relative has choice in what they do, with two further relatives sharing that due to their loved ones dementia their choice is limited. One relative felt that their loved one had little choice in their activities. All relatives think that they are kept well informed about their relative.

Feedback from seven staff members was collected which was generally positive with some issues raised around member choice, the food supplier, and limited toilets and bathroom space. All staff who provided feedback felt supported, and several shared their high regard for their colleagues and the staff team *"we have fantastic staff who all work well as a team"*.

## Enter and View observations

### Client interactions

Upon arrival members were playing bingo and gave a warm welcome to Healthwatch Lancashire representatives. There was a nice atmosphere and lots of chatter. Staff were located around the group helping out as needed, and all of the group appeared engaged and enjoying the activity.

Following Bingo the group played a game where they had to throw a small beanbag into a pot. This was clearly designed to help work towards cognitive skills as well as providing some seated exercise. The members were visibly enjoying the activity, and there was a lot of chatting and laughing between the members and staff. At the end of the session there was a sing-along which everyone appeared to enjoy and all members and staff joined in with it.

Members were seen to be supported to be part of the running of the activity if they so chose, and staff went to the extent of offering staff Age UK T-shirts and badges so that members could be seen as volunteers if they would like.

Staff appeared to know the members well and demonstrated good understanding of individual needs and requirements; and there was a relaxed atmosphere between staff and members.

### Staff

Staff knew all members names and how best to support everyone for their individual needs and preferences. Staff were very respectful and appeared professional throughout the visit.

The manager Peter was very welcoming and was around to answer any questions; all staff were approachable and friendly, and appeared to be enjoying their role.



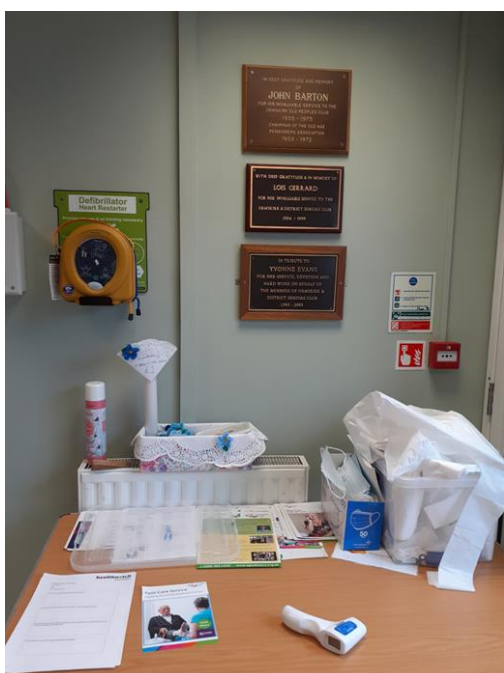
Staff were observed supporting members to access the bathrooms by passing their mobility aids when they needed them and walking with them at their own pace. Throughout the visit members were treated with respect and their dignity was maintained at all times.

## The Centre

The centre is based in a single-storey building called 'The Wellbeing Centre' and mainly consists of a large hall which can be divided to make two smaller halls with their own entry/exit door if preferred/needed. There is a small reception area, a staff room and a small meeting room, as well as a large kitchen which is accessed directly from the main hall. There is a disabled toilet located by the main entrance.

Lighting has been installed which appears as blue sky with clouds and there is an artwork screen and disco ball to one end of the hall. Each member has their own table with a tray for anything they may need for the day.

There was good health and safety practices such as keeping the entrance door to the centre locked, a defibrillator easily accessible, hand sanitiser etc. Staff discussed how members had been asked what they would like to see for infection control and consequently all staff were wearing disposable aprons. It was also observed that air conditioning units had been leased for the recent hot weather. All areas were kept free of clutter and members were able to move around with ease.



## Feedback from members

### General feedback

Due to the nature of the activities Healthwatch Lancashire representatives spoke to members prior to them leaving. Feedback was positive with comments like *"I have come out of my shell; I feel more confident"* and *"they've got it right"*.

Seeing people and socialising appears to be a reason why many members attend the services with statements including *"it's the only time I get to go out of the house"*, *"I like how sociable everyone is"* and *"definitely a change of surroundings"*. One member stated that it's nice as *"treated as an individual"* and that it was good for the *"transferring of information"*.

All members spoken with were positive about the staff with comments including *"staff very understanding of individual needs"* and *"staff are lovely"*; and all stated that they like the food with comments including *"excellent"*.

### Choice

All members spoken with said they have choices, one member said that it's programmed but *"making sure we get the best of it"*, and that they have meetings to talk about the activities and what they would like to do. Members also talked about having choices with the lunch menu and that they are consulted on a regular basis around this.

### Activities

All members spoken with said that they are happy with the activities with one member stating *"if there was anything I wanted to do I'm sure I could let them know"* and another said that they can do everything that they want, although one member said that they felt activities could be a bit limited by sitting at tables for the day.



## Building

All members spoken with said that they are happy with the building and that it has everything that they need.

## Do you know who to speak to if you are not happy with the service or want to complain about something?

Members told Healthwatch Lancashire representatives that they knew who they could talk to if they were unhappy, although one member said they would be careful talking to staff as they don't know them well yet.

## Relatives and friends' views

### General experience

Relative feedback was generally positive with comments including *"I think the people of Ormskirk are very lucky to have a centre like this one with such caring thoughtful staff", "five star service", "[member] well looked after", "seems to have the right sort of activities for the members", "I cannot thank the staff and service enough", "I have trust in [members] care", and "extremely happy"*.

Several relatives who provided feedback talked about the centre providing respite time for those looking after family members with dementia, with comments including *"vital to carers", "...without the day centre and staff life as a carer would be extremely difficult", and "a lifeline for the carers and often the only time they have to relax"*.

All relatives who provided feedback were highly praising of the staff and volunteers with comments including *"the staff and volunteers are friendly, sympathetic and welcoming", "staff are friendly, helpful, client focused, compassionate and always go the extra mile for their clients and their loved ones", and "the staff are extremely caring, professional and clearly care for those that attend the day centre, they do a fantastic job and cannot be praised enough"*.





## Choice

Three relatives said that they felt their family members have choices around their day. Two relatives stated that it was hard to ascertain due to their family members suffering from dementia with comments including *“my [family member] doesn’t remember what went on”* and *“...would not know what else is available or how to ask for any alternative activity”*; and one relative stated *“I don’t think [they] have a choice except that [they] can join in or not”*.

## Do you think you are kept informed about your relative?

All relatives stated that they were happy with the communication from the provider with one relative stating *“excellent communication”*. One relative wrote about good communication during a medical emergency of their family member whilst at the services and the fact that staff contacted them later on in the day to see how the member was.

## Any other comments

One relative stated that they would like the service to extend to Mondays as the centre is currently closed then.

One relative who provided feedback *commented “gives [member] the chance to socialise and enjoy activities”*.

Two relatives who provided feedback talked about extending the nature of the activities such as more exercise/active activities for those more able/physically fit and other activities such as painting, although they acknowledged this may be difficult to undertake due to the nature of the group. It was also suggested that the centre look for some new younger members to create a more inclusive social aspect for existing members who may themselves be younger and more physically able.

## Staff views

### Pre-visit questionnaire

The manager Peter was very welcoming of the proposed visit and saw it as an opportunity to identify any area(s) needing improvement. Information was given on any communication or individual needs in advance of the visit so that Healthwatch Lancashire representatives could be fully prepared. Peter also talked through activities and learning that members undertake whilst attending day services at The Wellbeing Centre.

## General feedback

Seven staff who provided feedback were generally positive about the services and centre, and comments included *“we have a good mixture of clients, we enjoy looking after and helping the clients”* and *“all [members] needs are met during their time here”*.

All staff feedback was positive around their roles with comments including *“being able to give the clients an exceptional service”* and *“the people who attend and how interesting they are”*.

One staff member who provided feedback suggested basic first aid training for members as they have varying conditions, as well as defibrillator training. They also commented that staff should have a full list of the individuals conditions from family members.

Two of the staff members who provided feedback felt that the food supplier could be improved, although no further feedback was given as to their reasons why.

## Staffing levels and support

Six of the staff who provided feedback felt that they have sufficient staff cover; one staff member stated that *“some days no, other days just enough”* but also acknowledged that *“too many staff would be a hindrance”*.

All staff felt that they have sufficient knowledge to undertake their roles, and several expressed personal experience of caring and working with adults with dementia *“...the knowledge I gained is able me to give that little bit extra”*. Several staff who provided feedback were open to further training with comments

including *"...always think you need extra training as things change and you need to be forward thinking"* and *"training days are useful"*.

Four of the staff who provided feedback commented on their team with comments including *"the team are fantastic"*, *"we have fantastic staff who all work well as a team"* and *"the quality of the staff and how we all pull together"*.

## Member choice

Six of the seven staff who provided feedback felt that members have choices in the activities with comments including *"[members] are asked if they like the activities on offer and if they prefer not to we do offer other activities"*, *"[members] are asked on a daily basis if they would like to change any activities"* and *"open to change at any time"*. One staff member who provided feedback felt that members should have more choice.

Several of the staff who provided feedback discuss how the activities are written on a notice board on a daily basis for members to be able to see the planned activities for the day *"we write everything on the white board every morning and discuss it with them that day"*. One staff member stated *"...works fine, as due to dementia any other method doesn't work"*, and another stated *"because our [members] have dementia they only remember on the day"*.

## Environment

Of the seven staff members who provided feedback five were happy with the premises with the word 'bright' being mentioned several times with comments including *"lovely bright, inviting"*, *"bright and welcoming"* and *"bright and pleasant"*.

Staff who provided feedback had differing views on the size of the premises with one staff member stating *"large and able to cope with larger numbers of attendees"*, another stated *"plenty of room to spread out"*; whilst another staff member stated *"just about right for the numbers attending but more could be*

*done if the building was larger". One staff member commented "slightly small as we are getting more members, but clean, bright".*

*One staff member stated "it could be more dementia friendly but serves its purpose", and another stated "we sometimes have a queue if we have 15+ members. If a few members are in the space is a little tight".*

## Would you recommend this day service to a close relative?

All staff who provided feedback stated that they would recommend the service to a close relative with comments including *"most certainly"*. One staff member who provided feedback stated *"yes definitely, we go above and beyond our duties to help people, making it a staff and happy environment"*.

## Feedback from external Community Worker

Healthwatch Lancashire representatives spoke with an external community worker who has been working with the members over a period of time, and who was at the centre during the visit. The external community worker was very positive about the services *"the atmosphere is wonderfully relaxed, friendly and fun, while the staff are also totally on the ball doing the best by every individual"* and *"there is always friendly conversation, mutual respect and making sure everyone is happy doing whatever they are doing/want to do"*. They also commented *"I would love to see sofas etc too so that there is a more homely space"*.

## Areas for Improvement

The following areas for improvement have been highlighted from service user, relative and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas for improvement suggested by members, relatives and staff.

- Consider offering some more physical activities for those more physically fit/active; could there be two different activities running concurrently to account for individual needs?
- Look at choices around activities possibly by consultation with members, relatives and staff, and consider some activities away from the tables so that members have a more varied experience.
- Consider looking at younger members who may have dementia or other conditions that would benefit from mixing with others in similar circumstances.
- Consult with members, relatives and staff around food to see where improvements can be made.
- Consider how the centre can be more dementia friendly, possibly consult with Dementia UK and/or Alzheimer's Society for advice and support.
- Consider adding some sofas and other soft furnishings to create a more homely feel.

## Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Consider offering some more physical activities for those more physically fit/active	<ol style="list-style-type: none"> <li>1. Consult with members to identify individuals, ask what they would like to do and provide options, incorporate into activity plan making best use of staff and volunteer resources.</li> <li>2. Consider how to make better use of room and ensure choices for members for example physical activity in one half of the room, when remaining members are still able to carry out activity in the other half.</li> <li>3. Provide staff with video resources to aid activity planning.</li> <li>4. Consider how we communicate the benefits of each activity to ensure there is awareness of the physical aspect as well as the fun!</li> <li>5. Include within Service Improvement plan as SMART objective.</li> </ol>	31 <sup>st</sup> Oct 2022	<p>The team are trained to deliver exercise sessions.</p> <p>We currently offer regular, chair-based exercise before lunch. Our team advise people to do what they are capable of, do as much as you wish or just do what you can.</p> <p>Earlier in year we had funding to have external providers deliver activities which were very active getting members out of chairs dancing and moving around a lot more: Carousel and Move It Or Lose It <a href="https://www.moveitorloseit.co.uk/">https://www.moveitorloseit.co.uk/</a></p>
Look at choices around activities	<ol style="list-style-type: none"> <li>1. Choice and activity programme review to ensure it meets members preferences</li> <li>2. Have a group discussion with members to review activity choices, share ideas from our other sites and invite suggestions from members.</li> <li>3. Include within Service Improvement plan as SMART objective.</li> </ol>	31 <sup>st</sup> Oct 2022	<p>At the start of the day we share the activity agenda on a large whiteboard with the members. We ask if there is anything they would like to change or add.</p> <p>We encourage members to share their talents, singing, playing the piano for example.</p>
Consider looking at younger members who may have dementia or other conditions	<ol style="list-style-type: none"> <li>1. Consider marketing materials to ensure they are inclusive.</li> <li>2. Share examples of activities which may appeal to younger older adults on social media platforms</li> </ol>	30/11/2002	The Service is open to members aged 50+, one young member is aged 61.
Consult with members, relatives and staff around food	<ol style="list-style-type: none"> <li>1. Review and mapping of catering provision option</li> <li>2. Include within Service Improvement plan as SMART objective.</li> </ol>	Jan 2023	We are currently sourcing a new catering supplier and it will be good to have members input into this decision-making process.

Consider how the centre can be more dementia friendly	<ol style="list-style-type: none"> <li>1. Carry out a review of Dementia Friendly Environment Checklist and implement actions identified.</li> <li>2. Include within Service Improvement plan as SMART objective.</li> </ol>	Feb 2023	<p>We have recently installed sound absorbing panels to help with acoustics, redecorated using contrasting colours and signage and have Dementia Friendly WC facilities.</p> <p><a href="#">DF Environment checklist</a></p>
Consider adding some sofas and other soft furnishings	<ol style="list-style-type: none"> <li>1. Consider space and practicalities (space which is also utilised by community) to understand options, costs and funding streams and feasibility.</li> </ol>	March 2023	
Completed by	(Name) Peter Holton	Date 26 August 2022	

### Questions

Is the report factually accurate? YES If not please state what. N/A

Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire? YES

Any other comments?

I think we can share good practise from our two other sites at Walton Lane and Ellel. Really welcome the constructive feedback received.

It would be good to have a rating so you can aspire to meeting the recommendations to increase rating on next review.

## Enter & View Re-visit: Wednesday 24 May 2023

Age UK Day Club Ormskirk is provided by Age UK Lancashire for older adults including those with dementia. On 28<sup>th</sup> July 2022, Healthwatch Lancashire conducted an Enter & View at Age UK Day Club Ormskirk and spoke with people who use the service and Age UK staff.

Following feedback and observations made during our initial Enter & View, Healthwatch Lancashire made the following recommendations.

- Consider offering some more physical activities for those more physically fit/active; could there be two different activities running concurrently to account for individual needs?
- Look at choices around activities possibly by consultation with members, relatives and staff, and consider some activities away from the tables so that members have a more varied experience.
- Consider looking at younger members who may have dementia or other conditions that would benefit from mixing with others in similar circumstances.
- Consult with members, relatives and staff around food to see where improvements can be made.
- Consider how the centre can be more dementia friendly, possibly consult with Dementia UK and /or Alzheimer's Society for advice and support.
- Consider adding some sofas and other soft furnishings to create a more homely feel.



To continue working in partnership with Age UK and to measure our impact, Healthwatch Lancashire authorised representatives Lesley and Louise, revisited the Age UK Day Club Ormskirk on 24<sup>th</sup> May 2023 to follow up on our recommendations and celebrate any successes.



Upon arranging the re-visit, we were informed that since our initial enter and view, a new manager had been appointed, Pam. She was welcoming of the re-visit and enthusiastic to showcase improvements that have been made since she has been in position.

On arrival we were greeted by a full centre, with members taking part in social activities. We observed people at the centre smiling and interacting with one another.

At the time of the visit there was an issue with an automatic door, which staff were aware of and we have since raised this with Pam.

Pam discussed how she was finding her new role and the improvements that had been made. She was particularly enthusiastic about the work of Carousel who visits once a week and provides singing, dancing and music activities with members. Following feedback from members that they enjoyed the singing sessions, the centre has purchased two microphones and an Alexa for members to use.



Pam also informed us that the day service provides baking and planting activities. Further, Cognitive Stimulation Therapy is also available by Dementia Services and Pam shared that they do receive referrals to the centre through this.

At the time of the visit, members were observed to be taking part in a variety of activities including a large connect four game, darts and a throwing target game.

Authorised representatives gathered feedback from 3 members whilst on the visit.

“I come here once a week I think ... I like meeting the other people here.”

“The lunch was very nice but can’t remember what it was “

“It’s grand here...”

Whilst observing the centre, staff were seen to know members’ names and their drink preference whilst preparing afternoon drinks. Members and staff were observed to be enjoying their time at the centre.

Positive feedback from staff was made about the manager “she thoroughly enjoys working here”.

It was great to see that the recommendations made by Healthwatch Lancashire have been implemented and people using the service are benefiting.

As a result of recommendations made in the initial Enter and View, the following improvements have been made and observed by authorised representatives:

- The catering supplier has changed since the original visit, it is now with Lancashire County Council. Positive feedback was received from members about the food and the variety on offer including fish and chips, curry, lasagne, and pizza. They also provide a vegetarian option.
- Dementia Friendly Signage was visible. The manager acknowledged the ongoing need to increase Dementia friendly items and shared plans to “buy more artwork to brighten the place up”.

We would like to take the opportunity to thank Pam and the rest of the team for facilitating our revisit, as well as members for sharing their feedback with us.

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